GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:4111
ANSWERED ON:23.12.2015
Long Queues for Reservation of Tickets
Laguri Smt. Sakuntala

Will the Minister of RAILWAYS be pleased to state:

(a) whether there are long queues for booking unreserved tickets at the booking windows/counters in major cities of the country as a result of which the general public is facing inconvenience and if so, the details thereof and the reasons therefor;

(b) the response of the Government thereto; and

(c) the steps taken by the Government to address the said problem and outcome thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI MANOJ SINHA)

(a) to (c): A Statement is laid on the Table of the House.
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STATEMENT REFERRED TO IN REPLY TO PARTS (a) To (c) OF UNSTARRED QUESTION NO. 4111 SHRIMATI SAKUNTALA LAGURI TO BE ANSWERED IN LOK SABHA ON 23.12.2015 REGARDING LONG QUEUES FOR RESERVATION OF TICKETS

(a) to (c): It is a fact that during peak rush hours/days, there are long queues at the booking counters/windows of major stations. With a view to facilitate passengers in getting unreserved tickets, various steps have been taken, some of which are as under:-
i. ----------Jan Sadharan Ticket Booking Sewak (JTBS) have been engaged in various parts of important cities to issue unreserved tickets through computerized Unreserved Ticketing System (UTS).
ii. Station Ticket Booking Agents (STBA) have been engaged to issue unreserved tickets at 'E' category stations.
iii. Yatri Ticket Suvidha Kendras (YTSK) have been established on public private partnership basis for issuing reserved/unreserved tickets through computerized Passenger Reservation System (PRS) -cum-UTS terminals, outside railway station premises.
iv. Automatic Ticket Vending Machines (ATVM) and Cash-Coin & Smart Card operated Versatile Ticket Vending Machines (CoTVM) have been installed to facilitate easy booking of unreserved tickets through cash/coin/smart card.
v. Booking of unreserved tickets through mobile phones has been introduced on pilot basis on suburban sections of Mumbai (Central and Western), Chennai, New Delhi-Palwal section.
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